REMARKS

This Amendment is filed in response to the Final Office Action mailed on December 29, 2005. All objections and rejections are respectfully traversed.

Claims 1 to 23 are in the application and currently pending.

At paragraph 2 of the Office Action, claims 1-23 were rejected under 35 U.S.C. §103 as being unpatentable in view of Crockett, US Patent No. 5,590,188, issued on December 31, 1996, hereinafter Crockett, over Bell et al., US Patent No. 6,549, 619, issued on April 15, 2003, hereinafter Bell.

The present invention, as set forth in representative claim 1 comprises in part:

> 1. A method for controlling call routing by a communication system, comprising:
> receiving a call;
> executing a script in response to receiving said call, said script having instructions that when executed by the system control routing of said call in the system, ***the script including at least one call routing instruction that references a variable***;
> ***reading said variable from a database, said database holding a value for said variable, said database having said value updated in response to action by a user***; and
> ***setting the variable equal to the value, to determine a destination of the call in response to the value.***

Crockett discloses a script driven call routing processor, which executes logic statements in script to determine routing of telephone calls. Crockett gives two examples of scripts, an old script at col. 10 line 10 through col. 13 line 8, and his new example in

col. 13 line 23 - line 31. In both his old and his new script Crockett indicates a routing to a destination call center written into the script, represented by the terms "Chicago", "Boston", "Denver", and "Seattle". In addition, these destinations are written into the script a system time or date may be retrieved from the clock or calendar reading the operating system.

By way of background, Bell describes a method for automatically administering incoming and outgoing call services. One method used for automatically administering calls is using a method to screen calls. The method to screen calls is accomplished by building a privileged caller list. The list contains numbers of frequent callers.

Applicants respectfully urge that in sharp contrast to Crockett and Bell, Applicants' invention has a user-modified database in which a variable is referenced by the call routing instruction. The value of this variable is updated into the database ***in response to action by a user***. The value in the database is then referenced by the call routing instruction and call routing is performed based on this value.

Applicants' invention uses a call routing instruction to read the value of a database. This value in the database is updated in response to action by a user. The call routing instruction uses this value to determine the destination of the call. Conversely, Crockett teaches how to retrieve the clock or calendar by reading the value from the operating system. Unlike Crockett, Applicants do not read from the operating system, rather Applicants read a value stored in the database by a person, a user. Additionally, Bell describes updating or changing a preferred caller list, but does not describe or suggest the value is used as a variable in the script to determine the destination.

Additionally, a person of ordinary skill in the art following the teachings of Bell would only be able to locate the destination address of one type of address because the list in Bell contains only telephone numbers of frequent callers. The variable in Applicant's invention allows for a user to update a value with different types of information such as a destination telephone number, a trunk group, or a dialed number identification service (DNIS).

Also, a person of ordinary skill in the art following the teachings of Crockett would only be able to hard code a destination center into a script, such as "Boston" or "Denver," and would not anticipate using a variable to allow modular script code. There is no suggestion in Crockett of using a variable for routing to create a modular script code to determine a destination.

Moreover, Crockett and Bell both represent the problem set forth in Applicant's specification, page 3, lines 9-18, which states:

> "Heretofore, such labels have been expressly recited in the scripts' instructions. That is, heretofore, the labels have been expressed in the scripts as specific constant numerical values corresponding to e.g., particular destination telephone numbers, trunk groups, and/or DNIS numbers. Unfortunately, this makes modification of the labels in the scripts difficult, as such modification may require e.g., line-by-line searching and replacement of code in the scripts (i.e., to change the values of the labels), and also makes less modular the script code. As a result, a significant burden may be placed upon script programmers in terms of script coding and debugging time, effort, and frustration. Additionally, the use of constant value labels in the scripts decrease adaptability and flexibility of the scripts for use in other call routing applications."

Furthermore, Crockett does not describe ***setting the variable equal to the value, to determine a destination of the call in response to the value***. Crocket only describes

calculating answer delay for each destination and selecting the shortest delay time, as stated in Col. 3, lines 39-45, which states:

> "If current call center statistics are available to the call routing processor, the method optionally calculates an estimated answer delay for one or more of the call center destinations. In such case, the processing of the multiple valid destinations comprises selecting the destination having a shortest estimated answer delay after the estimated answer delays for all destinations have been modified as directed by the routing plan rules."

Applicant respectfully urges that the Crockett patent and the Bell patent either taken singly or taken in combination are legally insufficient to render the presently claimed invention obvious under 35 U.S.C. §103 because of the absence in each of the cited patents of Applicant's claimed novel ***the script including at least one call routing instruction that references a variable, reading said variable from a database, said database holding a value for said variable, said database having said value updated in response to action by a user*** and ***setting the variable equal to the value, to determine a destination of the call in response to the value.***

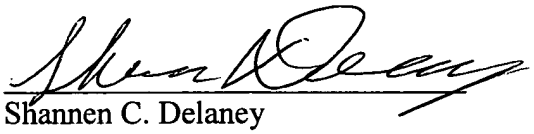
All independent claims are believed to be in condition for allowance.

All dependent claims are believed to be dependent from allowable independent claims, and therefore in condition for allowance.

Favorable action is respectfully solicited.

Please charge any additional fee occasioned by this paper to our Deposit Account No. 03-1237.

Respectfully submitted,



Shannen C. Delaney
Reg. No. 51,605
CESARI AND MCKENNA, LLP
88 Black Falcon Avenue
Boston, MA 02210-2414
(617) 951-2500